

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: DOSADEC55R

Civil Service Class and Level: DEPT OF STATE AIDE-E

Working Title (What the agency calls the position): DEPARTMENT OF STATE AIDE

Name and Position Code Description of Direct Supervisor: WARRINER, MIRANDA R; DEPT OF STATE BRANCH SUPV-3

Department/Agency: DEPARTMENT OF STATE

Bureau (Institution, Board, or Commission): Bureau of Customer Service

Division: Branch Operations

Section: District 2

Unit:

Work Location (City and Address)/Hours of Work: Varied / Varied/Sunday through Saturday 40+ hours a week

General Summary of Function/Purpose of Position: The primary function of this position is to determine an applicant/caller's needs/requirements and to provide assistance in obtaining driver licenses, license plates, registrations, permits and voter registrations. This position provides efficient, courteous, knowledgeable and helpful customer service. This position will be assigned to Mobile Office. Daily travel within a designated territory of the state will be required. The primary focus of the Mobile Office will be to serve the marginalized community. Minimal to no over-night travel will be required. Will be required to occasionally work evening and weekends. When not scheduled for the mobile office, this position may be required to report to a branch office within the area to assist customers.

Assigned duties and tasks for each duty.

Duty 1: Assists customers/callers by providing information about services available at the Secretary of State branch offices. Services the marginalized community within the State of Michigan.

- Determines what services the applicant/caller needs
- Identifies the requirements for the transaction
- Determines if applicant/caller has the necessary documents for the transaction
- Offers suggestions on how customers may obtain needed documents
- Directs customers to where services may be obtained
- Offers any additional information that may be helpful to customers
- Provides customer service that is expedient, friendly, courteous, knowledgeable and helpful

Duty 2: Issues drivers license and personal identification.

- Issues driver licenses and ID's, (chauffeur, operator, graduated, moped and restricted licenses, personal ID's, blind ID's, motorcycle and CDL endorsements)
- Determines applicant's eligibility by use of computer terminal and supporting documents
- Requests, reviews, and documents required identification. Checks for fraudulent documents
- Administers appropriate tests such as vision, written, and road sign
- Makes proper referrals for ineligible applicants
- Makes testing arrangements for applicants who are handicapped, foreign speaking, or in need of assistance for testing purposes
- Reviews doctor's statements, and if questionable, refers to manager
- Processes transactions using the proper checks for accuracy
- Collects proper fees, takes photographs and issues temporary license
- Compiles and prepares daily reports

Duty 3: Assists customers with various vehicle transactions

- Obtains proper legal documents
- Examines documents to establish ownership
- Looks for signs of fraudulent activity
- Verifies Department records by use of computer terminal
- Processes applications
- Dispenses required plates, tabs and permits
- Determines and collects appropriate fees and taxes
- Provides service to Michigan automobile, watercraft, and mobile home dealers
- Compiles, prepares and completes daily reports

Duty 4: Set up/Tear down of Mobile Branch Office

- Responsible for driving the Mobile Office to and from scheduled locations.
- Set up equipment as necessary for Mobile Office to provide services to Michigan citizens.
- Tear down equipment as necessary for Mobile Office.
- Responsible for safety and handling of Mobile Office equipment

Duty 5: Cash control

- Serves as cashier
- Balances cash/checks with transactions
- Compiles and prepares deposits
- Deposits monies collected
- Complies with cash control procedures

Duty 6: Voter registration

- Affords all persons the opportunity to register to vote
- Assists in the completion of voter registration applications
- Reviews, sorts and forwards applications to appropriate city, township or county clerk

Duty 7: Inventory control

- Uses and dispenses inventory in conjunction with established inventory control procedures

Duty 8: Miscellaneous

- Assists office manager with correspondence
- Compiles and prepares all reports necessary for the operation of a branch office
- Develops and maintains knowledge of Department policies, rules, and procedures
- Develops and maintains general knowledge for proper referral of inquiries to other agencies
- Assists in investigations, including giving testimony when required
- Participates in housekeeping chores
- May serve as timekeeper
- Completes beginning and end of day activities

Types of decisions made independently and whom or what those decisions affect: Most phone calls and transactions are handled independently. If guidelines or instructions are not available, assistance is sought from supervisor, District Manager, Branch Operations or Lansing in-house units.

Types of decisions that require the supervisor's review: Questionable identification or other questionable documentation, customer requests that are out of the normal scope of branch practices, situations where issues or solutions are unclear.

Physical effort used to perform this job and environmental conditions of this position: Work is performed in a Mobile Office or Department of State branch office. Counter work is usually performed while standing (for up to 8 hours per day). Must be able to lift 50-pound boxes and push/pull 75 pounds. Will be required to assist the manager with setting up and tearing down the office at each event. May sometimes be required to work in a non-climate-controlled environment. Operation of a SOM vehicle will be required. May occasionally make trips to the bank to make deposits or obtain change. Will be required to occasionally work evening and weekends.
Equipment used and maintained in daily operation: IT (Intelligent Terminals), validation stamps, vision testing machine, phones, fax, PC, and related computer equipment, camera, calculator

Names and classes and levels of employees whom this position immediately supervises:

The essential functions of this position: The primary function of this position is to determine an applicant/caller's needs/requirements and to provide assistance in obtaining driver licenses, license plates, registrations, permits and voter registrations. This position provides efficient, courteous, knowledgeable and helpful customer service. This position will be assigned to Mobile Office. Daily travel within a designated territory of the state will be required. The primary focus of the Mobile Office will be to serve the marginalized community. Minimal to no over-night travel will be required. Occasional weekend and evening events may be required. When not scheduled for the mobile office, this position may be required to report to a branch office within the District to assist customers.

The function of the position's work area and how it fits into that function: The function of Mobile Office is to provide information and excellent customer service to the marginalized citizens of the State of Michigan. This position is part of Branch Operations which issue personal ID cards, driver license, voter registration, titles, vehicle registrations and permits. Employees establish identity, eligibility, and ensure applicants are qualified for a driver license to operate motor vehicles on the highway, inspect documents, and issue license plates and registrations, titles and various permits; assist customers who wish to register to vote, and collect and secure large sums of money. Department of State Aides serve the citizens of Michigan by providing information from the Secretary of State Branch Office counters.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Department Of State Aide 6

No specific type or amount is required.

Department Of State Aide 7

One year of experience equivalent to a Department of State Aide 6.

Department Of State Aide E8

Two years of experience equivalent to a Department of State Aide, including one year equivalent to a Department State Aide 7.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent telephone skills.
- Ability to meet and deal effectively with the public.
- Ability to collect and handle large amounts of money under high volume conditions.
- Must possess a professional manner, pleasing personality, professional dress and appearance.
- Employee must maintain a valid driver license
- At the 8 level, the ability to explain instructions and guidelines to others effectively, to organize and coordinate the work of the office, and to determine work priorities and assignments during the training of other DOS Aides or new employees.

CERTIFICATES, LICENSES, REGISTRATIONS:

CDLKTEX - Pursuant to the Commercial Motor Vehicle Safety Enhancement (CMVSE) Act and the requirements established by the Federal Motor Carrier Safety Administration (FMCSA), this designation requires a nationwide criminal history background check prior to position appointment. The employee, once appointed, is required to successfully complete a formal CDL training course, and knowledge test prior to certification as a CDL Knowledge Test Examiner. Additionally, the incumbent will be required to pass refresher training and examination every four years.

SECCHDPOS - Position requires incumbent be a United States Citizen and pass a thorough background investigation to comply with Public Act 7 of 2008, Public Act 23 of 2008, and the Memorandum of Agreement between the State of Michigan and the Department of Homeland Security.

SPR: Position requires incumbent to possess and maintain a valid driver's license.